

GP NEWS

Newsletter for GPs and Practice Managers in Cumbria

• Issue 19

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DIRECTORY

All our consultants, secretaries and contacts, updated each month

SELF-SERVICE CHECK-IN INTRODUCED FOR PATIENTS

In a bid to improve check-in processes and the quality of patient information our Trust will begin a trial of automated check-in kiosks in the main Outpatient Department at the West Cumberland Hospital from April.

The kiosks enable patients to check in for appointments and to update their contact details and personal data such as ethnicity with greater privacy. The system also notifies Outpatient staff of patient arrivals and directs patients to the appropriate waiting area.

Outpatients was chosen for the pilot as it is the first point of contact with the Trust for many patients. We anticipate that data quality will improve as patients will be asked to confirm or amend their details on-screen, making future communications by letter or telephone more reliable.

The check-in kiosks can be used by those with speech, visual and hearing impairments and also offer multi-language support. They are simple to use and during the initial go-live period volunteers will be on hand to answer any queries and offer assistance. A Clinic Co-ordinator will still be available for those who do not wish to use a kiosk.

Outpatient staff, clinicians and the Trust's patient panels are represented on project working groups to ensure that stakeholders' views are represented.

During the pilot we will test a partial-booking system for future review appointments. The details of any patient who requires a further appointment at longer than six weeks will be stored in a database, allowing us to contact them when their next appointment is due. This is expected to reduce the number of rescheduled appointments for patients, improving patient satisfaction at the same time as reducing administration time behind the scenes.

The benefits of the new system will be closely monitored over several months so that the expected improvements in efficiency, quality and patient experience can be demonstrated before deciding whether to roll out the system across all Outpatient areas.

For further information please contact Crea Simpson, Outpatient Manager, on 01946 523296 or email crea.simpson@ncuh.nhs.uk.



BUSINESS AS USUAL ON ROYAL WEDDING DAY

Our hospital services will be operating as normal on Friday, 29 April – the day of the royal wedding.

Please can you ensure any patients who have appointments on that day are aware that they should attend as normal?

Trust Chief Executive Carole Heatly said: “Our over-riding priority is to ensure we provide high-quality care for our patients and maintain access to our services.

“Our services including outpatient clinics will be running as normal on 29 April. We would encourage all those with appointments to attend as usual or if they are unable to make it, to rearrange their clinic appointment with us as soon as possible.”

If a patient wishes to rearrange an appointment, they should call the number on their appointment letter as soon as possible, to allow the slot to be offered to someone else.

VISIT OUR NEW WEBSITE



Don't forget to visit our new website for all the latest news from our Trust.

The site has easy to navigate chapters, including one dedicated to GPs, where you will find a list of key contacts, current and past issues of this newsletter and the latest information on how our Trust is performing on infection rates, length of stay, waiting times and other measures.

The new website is available now on the same address as the old website – www.ncuh.nhs.uk. We would really value your feedback – please let us know what you think and if there is anything else you would like to see, particularly in the For GPs section. Email web@ncuh.nhs.uk.

STRATEGIC AIMS FOR 2011/12

The Trust has set out its strategic aims for 2011/12 as follows:

1. To ensure we provide high quality, safe and effective care for all our patients, including meeting the essential standards of safety and quality as set out by the Care Quality Commission.
2. To develop a viable integrated clinical strategy for secondary care services across north Cumbria which is sustainable and affordable.
3. To develop a new healthcare facility in West Cumbria that is fit for the 21st century.
4. To achieve sustainable financial balance through; the delivery of the Trust's internal cost improvement programmes; securing a viable income contract in conjunction with GP commissioners and contributing to the wider health economy turnaround plans to realise system wide cost reductions.
5. To develop and implement a successful merger or acquisition plan that enables the Trust to become part of an existing NHS Foundation Trust.

NEW CONSULTANT IN REHABILITATION MEDICINE



Name: Mr Yogendra Jagatsinh

Qualifications:

MBBS, MASTER OF SURGERY (TRAUMA AND ORTHOPAEDICS),
MRCS Ed

Job Title:

Consultant in Rehabilitation medicine

Training:

I have undergone Specialist Training in Rehabilitation medicine with special interest in Neurorehabilitation (including spinal injuries), Amputee and Prosthetic rehabilitation. I have undergone training at Hunters Moor and Walkergate Park in Newcastle.

I have training in rehabilitation patients with Acquired brain injury, Traumatic brain injury, Spinal injuries rehabilitation, Amputee and Prosthetics training. I had also musculoskeletal rehabilitation training at the Freeman Hospital in Newcastle.

I have specialist training in Orthopaedics and Trauma from India and with special interest in Spinal trauma and rehabilitation. My interest in Spinal trauma and rehabilitation was a driving factor to come to UK and work in Spinal injuries rehabilitation. I have worked in Southport and Yorkshire spinal injuries centre for 3 years before training in Rehabilitation medicine in Newcastle.

Special Interests:

Brain Injury Rehabilitation.

My special interest is in Botulinum toxin injections in Spasticity, dystonia and Salivary glands in hypersalivation. I am interested to further evolve services around the use of Botulinum toxin injections. I am also interested in managing spasticity with Intrathecal Baclofen injections in patients with complex spasticity.

Societies:

I am member of British Society of Rehabilitation Medicine.

Interests and Hobbies:

I am interested in meeting people and exchanging culture. My hobbies are travel and playing competitive cricket.



TELEPHONE APPOINTMENT CONFIRMATION SERVICE

A telephone appointment confirmation service trialled by North Cumbria University Hospitals NHS Trust over the past few months has proved to be a resounding success.

The system of reminders by text and voice message began in November 2010 in three specialties to try to cut the number of missed appointments, which cost the Trust millions of pounds every year.

The scheme was piloted for outpatient appointments in Gynaecology, Oral Surgery and Rheumatology at Whitehaven's West Cumberland Hospital and the Cumberland Infirmary in Carlisle plus some clinics at Workington and Penrith Hospitals, and was so successful, it will now be rolled out for all outpatient appointments across the Trust.

From November 2010 to February 2011, the number of patients who failed to attend an appointment was reduced by over 40% in those three specialties.

Seven days before their appointment, patients are contacted by automated text or voice message to remind them of the details of their appointment and to confirm they are able to attend. Where the Trust holds a patient's mobile phone number, they will be sent an SMS text message reminding them of the place, date and time of their appointment. Patients can reply either confirming they can attend, cancelling the appointment or requesting to rearrange it.



Kevin Clarkson, Deputy Chief Executive and Chief Operating Officer for the Trust, said he was very pleased with the success of the trial scheme. "Every year thousands of appointments at our hospitals are wasted when patients fail to attend. This new telephone service reminds patients who may have forgotten and makes it easier for patients who wish to cancel or rearrange their appointment to do so."

A survey of 102 patients involved in the trial showed a very positive response, with 90% saying they thought the telephone messages were a good idea and 88% saying they found the reminder clear and easy to understand.

Some patients said they would prefer the reminder a bit nearer the appointment date. The reason the message is sent a week before is to give the hospitals time to offer any appointments which are cancelled or rearranged to other patients and prevent these slots being wasted.

The scheme will be rolled out across the Trust from April, with all outpatient areas involved by late summer.

The success of the project depends upon patient records being up-to-date so GP practices are asked to confirm they hold the correct address and telephone number for each patient. The trial indicated most patients find the messages helpful but patients can opt out of receiving the text messages or calls if they wish by calling the number on their appointment letter or speaking to the receptionist when attending their next hospital appointment.

Who's Who and How to Make Contact

West Cumberland Hospital – For those numbers without direct dial, please call 01946 693181 and ask for the extension number

DEPARTMENT	CONSULTANT	SECRETARY	EXT
ACCIDENT & EMERGENCY	Mr Mike Greene Mr Charles Brett Miss Claire Summer	BRANTHWAITE Carol	Ext 4270
ANAESTHETICS	Dr Ian Ulyett/Dr Bert Van Mourik Dr Mike Hodson/Dr Quentin Kingsbury Dr Fiona Graham/Dr Laurence Watkinson Dr Ann Slaymaker/Dr Philip Cartwright Dr Mark Holliday/Dr Duncan Watson Dr Gonzalez Dr Anil Bhuvanagiri	BENSON Geraldeen	(01946) 523412
DERMATOLOGY	Dr Marinela Nik Dr Khurshi Bazmi	COYLES Wendy	(01946) 523003
OTOLARYNGOLOGY, HEAD & NECK SURGERY	Mr Donald Clark Mr Nick Murrant Mr Andrew Robson Mr Richard Hogg	CRAWFORD Jenny	(01946) 523291
ELDERLY CARE	Dr Nicholas Russell	MCALEAVY Judith	(01946) 523902
	Dr Olu Orugun	RICHARDSON Judith	(01946) 523117
	Dr Frank Local/ Dr Huda	WALKER Linda	(01946) 523085

GENERAL MEDICINE	Dr Etorki (Cardiology) Dr Kate Willmer (Cardiology) Dr Babur Javaid (Gastro) Dr Zahid Mahmood (Gastro)	JOHNSEN Linda LAMB Suzanne MCCLEAN Donna PARK Iris	(01946) 523016 (01946) 523005 (01946) 523024 (01946) 523011
GENERAL SURGERY (Respiratory)	Dr Simon Ting	CONNOR Mary-Rose	(01946) 523007
GENERAL SURGERY	Mr Mike Walker (Vascular) Mr Adam Sowinski (Vascular)	KERR Julie	(01946) 523047
		SKINNER Anne	(01946) 523059
GENERAL SURGERY (Colorectal)	Mr Ernest Jehangir	WILKINSON Gill	(01946) 523041
GU MEDICINE	Vacant Post		
NEPHROLOGY	Dr Paul Mead Dr Fiona Dallas Dr Mark Boxall	MELLISH Therese	(01228) 814772
		JOHNSTON Julie	(01228) 814772
		LYNN Gillian	(01228) 814782
NEUROLOGY	Dr Scupiokas	COYLES Wendy	(01946) 523003
OBSTETRICS & GYNAECOLOGY	Mr Steve Bober/Dr Kathleen Gillies		
	Mr John Eldred Mr Mohamed Matar Mr Pradumna Jamjute	SCOON Wendy	(01946) 523222
		BURNS Karen	(01946) 523219
		WREN Hilary	(01946) 523217
OPHTHALMOLOGY	Mr Will Sellar Mr Soonu Verghese	SUTCLIFFE Kath	(01946) 523065
ORAL & MAXILLO-FACIAL SURGERY	Mr Antony Paterson	BEAR Mary (Mon-Wed)	(01946) 523040
	Mr Graham Putnam Mr John Elliott	ROBINSON Linda (Wed-Fri)	
ORTHODONTICS	Mrs Fiona Nixon/Mrs Sally Walker	HIRD Elizabeth	(01228) 814225

ORTHOPAEDICS	Mr Mahesh Dhebar	CARR Lesley	(01946) 523192
	Mr Suresh Rao/Dr P Shah	ROME Linda	(01946) 523198
	Mr Peter Fismer	SOWERBY Janice	(01946) 523189
	Mr Patrick Armstrong	YOUNG Sylvia	(01946) 523197
	Mr Steven Allcock	KENNEDY Amanda	(01946) 523193
	Mr Ashraf Naguib	LEAK Fiona	(01946) 523198
PATHOLOGY (Site based)	Dr Clive Graham (Microbiology) Dr Nick West (Haematology)	MCINTYRE Carol	(01946) 523426
RADIOLOGY	Dr Laurence Huntley		
CLINICAL ONCOLOGY (based at CIC)	Dr John Nicoll	PURDHAM Pauline	(01228) 814688
	Dr Paul Dyson	GRAHAM Lynda	(01228) 814684
	Dr Sandeep Singhal	KELLY June	(01228) 814447
	Dr Norma Sidek	FRASER Sandra	(01228) 814446
PALLIATIVE CARE	Dr Nick Sayer	WILLIAMSON Jean	Ext 3089
REHABILITATION	Dr Y Jaganatsinh	ANDERSON Debbie	EXT 2918
RHEUMATOLOGY	Dr A Hassan	DIXON Wendy/ ATWELL Christine	(01228) 814428/4347
PAEDIATRICS	Dr M Ben-Hamida	ROBERTS Diane	(01946) 523165
	Dr D Lee/Dr S Pennington	MINNIKIN Sharon	(01946) 523158
	Dr P E Carter/Dr D Ullman	MCCONVEY Val	(01946) 523150

Cumberland Infirmary

ACCIDENT & EMERGENCY	Mr Vincent Foxworthy Dr Ruth Read Dr Paul Hill Dr Abdel Rahma	BRENNAN Lesley/MELDRUM Jackie	(01228) 814401
ANAESTHETICS	Dr Julian Harrison/Dr Anne Linsley Dr Martin Payne/Dr Colin Rodgers Dr Martin White/Dr Peter Stride Dr Yoav Tzabar/Dr Mark Tidmarsh Dr Simon Kennedy/Dr Adrian Shanks Dr Simon Jones/Dr Chris Flucker Dr Jenny Fraser/Dr Ramiz Idriz Dr Gail Fitzsimmons/Dr Ruth O'Dowd Dr Ewa Jankowska/Dr Jon Sturman Dr B Schweitzer Dr Dawn Wilson/Dr D McColl Dr Gavin Parness	WILTON Janette/BUSBY Helen	(01228) 814312
CARDIOLOGY	Dr Martin Cowley (Cardiology)	HARRISON Anne	(01228) 814034
	Dr M Wilson	LEECH Sandra SHECKLEY Marie	(01228) 814565 (01228) 814194
	Dr Hamod	MCDONAGH Michelle	(01228) 814384
DERMATOLOGY	Dr Marinela Nik Dr K Bazmi	HALLIBURTON Ann/CAMPBELL Marie	(01228) 814152
OTOLARYNGOLOGY, HEAD & NECK SURGERY	Mr Donald Clark	FLEMING Tracy	(01228) 814208
	Mr Nick Murrant	BURNS Kath	(01228) 814206
	Mr Andrew Robson	MACKENZIE Margaret	(01228) 814207

	Mr Richard Hogg	SHAW Linda	(01228) 814718
ELDERLY CARE	Dr Jim George	FOSTER Marjorie	(01228) 814029
	Dr J S Billett	HILL Alison	(01228) 814456
	Dr Paul Davies/Dr Henry Woodford	JONES Julie	(01228) 814438/2514
	Dr Jane Orgee	HOPE Christine	(01228) 814458
GENERAL MEDICINE	Dr Simon Fearby (Respiratory)	SHANE Carol	(01228) 814142
	Dr Mary Hewson (Respiratory)	PARTINGTON Judith/ TODD Lesley	(01228) 814063
	Dr Denis Burke (Gastro)	JOHNSTON Judith	(01228) 814244
	Dr Chris MacDonald (Gastro)	NOBLE Kim	(01228) 814184
	Dr Paul Mead (Nephrology)	MELLISH Therese	(01228) 814772
	Dr Mark Boxall (Nephrology)	JOHNSTON Julie	(01228) 814772
	Dr Fiona Dallas (Nephrology)	LYNN Gillian	(01228) 814782
GENERAL SURGERY	Mr Mike Williams (Breast/Endocrine)	OGLANBY Alison	(01228) 814146
	Mr Ludger Barthelmes (Breast)	ARMSTRONG Carole/IRVING Kerry	(01228) 814229
	Mr Jim Palmer (Colorectal)	NIXON Ann	(01228) 814147
	Mr Frank Hinson (Colorectal)	FOGG Yvonne	(01228) 814364
	Mr Thomas Joseph (Vascular)	PEDROSA Susan	(01228) 814149
	Mr Theo Ojimba (Vascular)	ROOK Helen	(01228) 814433
	Mr Simon Raimes (Upper GI)	TUCK Liz	(01228) 814144
Mr John Wayman (Upper GI)	TUCK Liz	(01228) 814144	
GU MEDICINE	Vacant Post		
NEUROLOGY	Dr Scupiokas	BOWMAN Sarah	(01228) 814439
OBSTETRICS & GYNAECOLOGY	Dr Ruth Lawley	COX Pam	(01228) 814213
	Dr Sheila Pearson	PARK Lavinia/HEGGIE Pat	(01228) 814217

	Mr Ajith Wijesiriwardana	ALLAN Carrieanne	(01228) 814211
	Mr Mohamed Matar	BURNS Karen	(01228) 523444
	Dr Nick Hallam (Colposcopy)		
	Dr Nalini Munjuluri	LITTLE Heather	(01228) 814215
OPHTHALMOLOGY	Mr R Smith/Miss Diana Depla	SPENCER Dee	(01228) 814461
	Mr Gerard Ainsworth	HULBERT Diane	(01228) 814449
	Mr Mohammed Zaheen/Mr Mohamed Moosa	NIEMIEN Jane	(01228) 814476
ORAL & MAXILLO-FACIAL SURGERY	Mr Antony Paterson	WANLEY Judith	(01228) 814224
	Mr Graham Putnam	BRADLEY Sue	(01228) 814222
	Mr John Elliott	DOWNIE Marie	(01228) 814222
ORTHODONTICS	Mrs Fiona Nixon/Mrs Sally Walker	HIRD Elizabeth	(01228) 814225
ORTHOPAEDICS	Mr Guy Broome	TAYLOR Karen	(01228) 814758
	Mr Keith Ions	MORAN Teresa	(01228) 814754
	Mr Mike Orr	RAYMENT Linda	(01228) 814760
	Miss Carol Brignall	PESCOD Alison	(01228) 814756
	Miss Gail Ferrier	COLLIER Sarah	(01228) 814752
	Mr Matt Dawson	O'NEILL Susan	(01228) 814279
	Mr David MacKay	JACKSON Hazel	(01228) 814759
	Mr Ramasubramanian Dhamarajan	HOLDEN Lisa	(01228) 814750
	Miss Claire Young	CRAWFORD Brenda	(01228) 814363
PATHOLOGY	Dr Christine Matthews/Dr Marie van Drimmelen	BOWE Margaret	(01228) 814533
North Cumbria Service	Dr Joanne Wilkinson	DAVIDSON Sandra	(01228) 814535
	Dr Mary Jenkins/ Dr Fergus Young	MILLS Janice	(01228) 814529
	Dr Shirley Matthews	GILLES Michelle	(01228) 814533

PATHOLOGY Site Based	Dr Hugh O'Brien (Haematology)	DOCHERTY Angela	(01228) 814511
	Dr Manjula Meda (Microbiology)		(01228) 814640
RADIOLOGY	Dr Peter Jennings/Dr Jonathan Poels	DODD Doris	(01228) 814349
	Dr Rachel England/Dr F Fallahi/Dr Ravi Uppoor	MURRAY Nicola	(01228) 814576
	Dr Jon Berry/Dr John Edge/Dr Alaa Abdelgalil Dr Sarat Gadde/Dr Dinikar Unnithan	CLEMINSON Fiona	(01228) 814575/4589
CLINICAL ONCOLOGY	Dr Jon Nicoll	PURDHAM Pauline	(01228) 814688
	Dr Paul Dyson	GRAHAM Lynda	(01228) 814684
	Dr Sandeep Singhal	KELLY June	(01228) 814447
	Dr Norma Sidek	FRASER Sandra	(01228) 814446
PALLIATIVE CARE	Dr Nick Sayer		
REHABILITATION	Mr Y Jagatsinh	GILL Jane	(01228) 814478
RHEUMATOLOGY	Dr Alaa Hassan	DIXON Wendy/ ATWELL Christine	(01228) 814428/4347
	Vacant Post		
PAEDIATRICS	Dr John Storr	NIXON Susan/HARTLEY Julie	(01228) 814764
	Dr Catriona Stuart	SCOTT Janet/LOWTHER Angela	(01228) 814762
	Dr Paul Whitehead	McKAY Barbara	(01228) 814168
	Dr Glyn Jones/Dr Sunday Ifere	DICKINSON Ann	(01228) 814766
UROLOGY	Mr John Cumming	HALFORD Joanne	(01228) 814779
	Mr Nkem Umez-Eronini	LEWIS Paula	(01228) 814776
	Mr Jamshed Bashir	CAIG Natasha	(01228) 814459
	Lead Secretary (Medical & Elderly)	WHITEHEAD Denise	(01228) 814032 Mob: 07771

			844209
	Surgical secretaries manager (Orthopaedic, ENT, Ophthalmology, Orthodontics and Oral Surgery)	GLOVER David	07769 673223
	Surgical secretaries manager (General Surgery and rest of surgical division)	CARR Anita	(01946) 693181 ext 4044